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ABSTRACT

This paper presents a step-by-step guide for developing a resume as part of a job search campaign. The paper presents the following information: purposes of the resume; steps in resume development; resume formats; resume headings; and some "do's and some "don't's." The paper also includes a list of 161 action verbs for use in resume development, a resume worksheet, and 8 sample resumes. (KC)

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RESUME DEVELOPMENT

The resume is an indispensable part of the job search campaign. It allows you to present your background and qualifications to an employer in a concise manner that highlights your strengths and accomplishments. While the resume allows for individuality in selection of style and format, it should follow the general guidelines and contain the basic information suggested in this publication. Remember, **you have approximately 30 SECONDS to capture the attention and interest of the employer**. Make them count!

PURPOSES OF THE RESUME

Initial Contact: The resume is one of the most important tools used in securing an interview. It introduces you to the employer and summarizes what you can offer to the organization. Therefore it must:

- attract attention
- create interest
- provoke action: an interview

During the Interview: The resume can serve as a point of reference during the actual interview. You can elaborate upon information presented and cite examples of skills and accomplishments.

Network Development: The resume can be circulated to those whom you feel would be helpful in developing a professional network.

Supplement Application Process: The resume serves to provide the employer with more detailed information than might be obtained from the application form alone.

STEPS IN RESUME DEVELOPMENT

Take Self-Inventory: For the resume, as with other areas of the job search, it is important to know your strengths, skills, and capabilities and be able to demonstrate their value to the prospective employer.

Target Your Resume: It is essential to have a clear understanding of the types of positions and employing organizations that you are trying to target and the types of skills that will be necessary to that work environment.

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RESUME FORMATS

There are different formats that can be used to reflect your individual strengths, skills, and accomplishments. Two of the most commonly used are:

Chronological: This format is the most often used and the most readily accepted by employers. The information is presented in reverse chronological order (most recent first) and can be easily organized allowing for brevity and conciseness. It is usually recommended for inexperienced candidates.

Functional: This format de-emphasizes dates and focuses on professional skills and accomplishments. It provides for flexibility and highlighting of experience. It is most often used by experienced professionals but can be used when seeking a position unrelated to area of preparation or to cover gaps in employment.

RESUME HEADINGS

While there is no specific order in which material should be presented, the following headings are usually included on a resume.

IDENTIFYING INFORMATION - Include your name (in bold type), complete current and permanent addresses, and telephone numbers including area codes.

CAREER OBJECTIVE - Optional, but preferred by most employers. If used, the career objective should be a brief, clearly-worded statement indicating the position you are seeking.

- If you are looking at a diverse group of jobs, you may choose to omit the objective and discuss your interests in the cover letter or prepare more than one resume using different objectives.

EDUCATION - List, in reverse chronological order, all college, university, and professional school information. High school need not be listed. Suggestions for what to include are:

- Degree.
- Major, minor, or area of concentration.
- Name and address of institution.
- Graduation or expected graduation date.
- G.P.A. (include cumulative or major if 3.0 or above). Indicate grading scale.
- Relevant coursework.
- Percentage of educational expenses personally financed, if significant (i.e., financed 60% of education through...).

EMPLOYMENT HISTORY - Include information about paid work experiences, co-ops or internships, practicums, student teaching assignments, and field-work experiences. Emphasize responsibilities and achievements in positions held. Cite specific examples. Include:

- Job title.
- Name and address of employer.
- Dates of employment.
- Job description statements beginning with action verbs (use the attached list of action verbs).

i.e., instead of saying...

Responsibilities included stocking shelves in discount store...

Designed merchandise displays in a large chain store...

OR instead of saying...

Had to listen to complaints of customers...

say...

Gained valuable experience from relating to the public and dealing with customer complaints...

Any of the following areas may become separate categories if your background warrants.

LICENSES/ CERTIFICATES

- List those currently held.

HONORS/AWARDS/ SCHOLARSHIPS/ FELLOWSHIPS

- State title, (date is optional).

MEMBERSHIPS/ ACTIVITIES

- Include professional, student, volunteer, community, recreational, or service groups (emphasize offices held).
- Consider omitting any that may be controversial.
- Do not overemphasize memberships in political or religious organizations.

PUBLICATIONS/ PRESENTATIONS/ RESEARCH

- List title, date, and bibliographical information.

SKILLS

- Indicate skill areas such as foreign languages, computer proficiencies, coaching, or any appropriate to career field.

REFERENCES

- If space allows, a statement may be added to the end of your resume indicating that references are available upon request; however, this is assumed by most employers.
- If listing references, enclose a separate page entitled, "REFERENCES FOR (your name)." Include name, title, business address, and telephone number for those who have agreed to serve as favorable references.
- All references should be academic or work-related rather than personal.

SOME DO'S

DO...

- Select a high quality paper in ivory, buff, grey, or white.

- Make resume concise. One page is generally preferred, but two pages are acceptable. Second page, if used, should be identified with your name.

- Make certain resume is well spaced and visually attractive.

- Use action words to describe experiences.

- Check spelling, punctuation, and grammar; remember, a correctly spelled, but misused word will not be caught by a computer spellcheck.

- Have resume critiqued and proofread.

- Reproduce resume on a word processor with a letter-quality or laser printer or a high-quality typewriter with a good ribbon.

- Fold and mail in a matching envelope or mail unfolded in an 8 1/2" x 11" white or manila envelope.

* Consult with the Career Center for advanced degree Vita resources.

SOME DON'TS

DON'T...

- Type "Resume" above your name.

- Include a photograph.

- Use personal pronouns.

- Include personal data (i.e., height, weight, date of birth).

- Number the pages of your resume.

ACTION VERBS FOR USE IN RESUME DEVELOPMENT

accomplished
achieved
acquired
activated
adjusted
administered
advised
analyzed
anticipated
applied
appraised
approved
arranged
assembled
assessed
assisted
assured
bargained
bought
briefed
brought
budgeted
built
calculated
cataloged
changed
chaired
classified
closed
coached
collected
communicated
compared
compiled
completed
conceived
concluded
conducted
conserved
consolidated
constructed
consulted
continued
contracted
controlled
coordinated
corrected
corresponded
counseled
created
critiqued
dealt
decided
defined
delegated
delivered
demonstrated
designed
detected
determined
developed
devised
diagnosed
directed
discovered
dispersed
displayed
distributed
drafted
dramatized
edited
effected
eliminated
enlarged
enlisted
ensured
entertained
established
estimated
evaluated
examined
executed
exhibited
expanded
expedited
explained
explored
financed
forecasted
formulated
gathered
governed
graded
grouped
guided
handled
harmonized
implemented
improved
initiated
inspected
instructed
insured
interpreted
interviewed
introduced
invented
joined
kept
led
licensed
maintained
managed
moderated
modified
monitored
named
negotiated
observed
ordered
organized
participated
perceived
performed
persuaded
planned
presented
programmed
prohibited
projected
promoted
purchased
qualified
rated
recruited
related
reported
researched
reviewed
revised
scheduled
selected
set
solved
sorted
sought
specified
spoke
strengthened
studied
suggested
summarized
supervised
systematized
targeted
taught
tested
trained
translated
treated
updated

RESUME WORKSHEET

(Fill in those areas that pertain to you)

IDENTIFYING DATA

_____
Name

_____
Current Address-Street, City, State, Zip Code

_____
Current Area Code and Telephone Number

_____
Permanent Address-Street, City, State, Zip Code

_____
Permanent Area Code and Telephone Number

CAREER OBJECTIVE

_____
Short, clear statement - 5 to 10 words

EDUCATION

_____
Degree, Major, University, City, State

_____
Date of Degree, G.P.A., Grading Scale

Repeat for additional degrees

RELEVANT COURSES

_____

_____

Financed ____% of educational expenses

EMPLOYMENT HISTORY

Job Title, Organization, City, State

Dates of Employment

Statements describing your responsibilities/duties

LICENSES/ CERTIFICATES

Those currently held

HONORS/ AWARDS/ SCHOLARSHIPS/ FELLOWSHIPS

Title, Date

MEMBERSHIPS/ ACTIVITIES

PUBLICATIONS/ PRESENTATIONS/ RESEARCH

SKILLS

REFERENCES

Name, Title, Business Address, Business Area Code, and Telephone Number

RESUME.WP1 9/92

SAMPLE RESUMES

NANCY R. BLAIR

Current Address
1812 Palm Avenue
Terre Haute, IN 47803
(812) 237-8912

Permanent Address
81 Country Hills Dr
Alexandria, VA 23812
(212) 876-5492

OBJECTIVE

To obtain a position as a staff accountant.

EDUCATION

Bachelor of Arts Degree, May 1992
Indiana State University, Terre Haute, Indiana
Major: Accounting 3.7/4.0

RELATED EXPERIENCE

Intern, *Harvard Insurance, Indianapolis, Indiana, Fall 1991*
Researched depreciation methods, compiled inventory and cost information, and completed computerized fixed asset project.

Intern, *General Merchandise Corp., Terre Haute, Indiana, Spring 1991*
Assisted with preparation of consolidated tax return and resolved tax reporting issues. Reconciled and analyzed bank accounts and prepared general ledgers.

Tax Preparer, *H & R Block, Terre Haute, Indiana, Spring 1990*
Gathered income tax data and prepared individual, farm, and small business tax returns.

WORK EXPERIENCE

Secretary, PSI Energy, Plainfield, Indiana, Summer 1991

Receptionist, Indiana Savings Bank, Terre Haute, Indiana, Summers 1989-1990

ACTIVITIES

Accounting Society, 1990-1992
Accounting Center Tutor, 1990
Beta Gamma Sigma Honor Society, 1991

Related Internship Experience and Activities

Christopher Adkins
1643 Lacondale Avenue
Terre Haute, Indiana 47803
(812) 276-8320

Objectives

Computer Programmer, Computer Analyst, Software Developer

Education

Bachelor of Arts Degree, May 1993
Indiana State University, Terre Haute, Indiana
Major: Computer Science
Minor: Mathematics
Cumulative GPA: 3.5/4.0

Financed 100% of education by working 40 hours per week while attending school.

Relevant Course Work

Systems Software Development
Cobol Programming
C Programming
Operating Systems
Pascal Programming
Fortran Programming
Data Communications Software
Compiler Design
Graphic Programming
Business Information Systems
Lotus, dBase, WordPerfect

Work Experience

Sales Associate: J & L Sportmart, Terre Haute, Indiana
9-89 to present
Provide customer assistance, monitor inventory control, and coordinate displays.

Painter: Craft Painting Company, Terre Haute, Indiana
5-89 to 8-89
Managed a four-person painting crew, handled customer accounts, ordered and prepared painting supplies.

References Available Upon Request

No Related Experience or Activities

BEST COPY AVAILABLE

SAMPLE RESUMES

SCOTT YOUNG

CAMPUS ADDRESS
Box 201 Jones Hall
Terre Haute, Indiana 47809
(812) 237-0000

AFTER MAY 15, 1992
88 Dougherty Court
St. Louis, Missouri 67812
(303) 666-3789

CAREER OBJECTIVE
Packaging Engineer position

EDUCATION
Bachelor of Science
Major: **Packaging Technology**, GPA 3.2/4.0
Minor: Sociology, GPA 3.3/4.0
Indiana State University, Terre Haute, Indiana, May 1992

Related Courses

Package Development	Advanced CAD
Materials Testing	Industrial Supervision
Packaging Problems	Logistical Management
Plastics Engineering	Quality Control

RELATED WORK EXPERIENCE

Packaging Engineer Internship
Compaq Computer Corporation, Houston, Texas
September 1991 - December 1991
-Performed shock, vibration, and density testing
-Designed, constructed, and tested packs for computers, hard drives, keyboards, floppy drives, and bulk packs
-Operated test lab equipment
-Programmed environmental monitoring devices
-Generated mechanical drawings on AutoCad and Prime Medussa
-Performed foam-in-place qualification testing
-Trained in Lotus, DOS, WordPerfect, WordStar, NewWord, MultiMate, and Advantage
-Managed projects from start to finish
-Collected and interpreted data and presented reports
-Interviewed and trained replacement co-op workers

Test Lab Assistant
Hulman Regional Airport, Terre Haute, Indiana
September 1990 - August 1991
-Performed vibration testing on bulk pack
-Generated data and reports
-Used ASTM/NSTA test procedures
-Constructed test apparatus for bulk pack

ACTIVITIES/ HONORS
Institute of Packaging Professionals
Capitol City Container Scholarship
Dean's List Spring and Fall, 1991
Indiana State University Baseball Team

Chronological Format

SUSAN SMITH
820 Court Road
Fort Wayne, Indiana 46801
(219) 863-7062

CAREER OBJECTIVE
Elementary teaching position within grades 1-6

EDUCATION
Bachelor of Arts, May 1992
Major: Elementary Education
Minor: Reading
Indiana State University, Terre Haute, Indiana
Cumulative GPA: 3.2/4.0

RELATED EXPERIENCE

Student Teacher, Sugar Grove Elementary
Terre Haute, Indiana, Fall 1991
-Instructed 24 fourth grade students in all subject areas
-Developed lesson and unit plans providing for group instruction and individual learning situations
-Team-taught mathematics and reading using the Whole Language approach
-Participated in developing a record system for positive classroom behavior

Student Teacher, Dixie Bee Elementary
Terre Haute, Indiana, Fall 1991
-Planned and implemented lesson plans for 60 sixth grade students in basic, regular, and accelerated classes
-Designed an assessment, diagnosis, and 10 week prescription for a remedial student
-Prepared, organized, and directed a Reader's Theatre Program
-Participated in parent conferences

CLINICAL EXPERIENCE
Practicum Participant, Vigo County School Corp.
Terre Haute, Indiana, Fall 1989 - Spring 1990
-Developed lesson plans and taught various units in Science, Reading, Corrective Reading, Social Studies, Language Arts, and Math in grades 1-6

ADDITIONAL WORK EXPERIENCE
Summer and part-time employment has included swimming instructor, sales associate, and dining room host

MEMBERSHIPS
Indiana Student Education Association
Wabash Valley Reading Association
Alpha Phi Sorority, Secretary 1990-1991

Chronological Format: Education

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SAMPLE RESUMES

MICHAEL JONES
181 Park Drive
Indianapolis, Indiana 46227
(317) 632-8240

OBJECTIVE
To obtain a position in management training

HIGHLIGHTS OF QUALIFICATIONS

Strong oral and written communication skills
Skilled in setting priorities and allocating resources
Knowledgeable in statistics and research methods
Experienced in word processing and desktop publishing

PROFESSIONAL EXPERIENCE

Management/Supervision
Instructed underclass students in speech communication
Supervised backstage and front-of-house personnel in a professional theater company
Coordinated talent competition
Designed and coordinated student research projects

Communication/Public Relations
Presented results of marketing research to a production planning committee
Acted as a Master of Ceremonies for talent competition
Coordinated publicity for a professional theater company
Wrote and designed brochures and posters for summer theater production

EMPLOYMENT HISTORY

Graduate Teaching Assistant	Indiana State University, 1992-present
Production Associate	ISU Summer Theater, 1992
Production Assistant	ISU Summer Theate , 1991
Open Stage Contest: Coordinator/MC	Theta Alpha Phi, ISU, 1991

EDUCATION

M.S., Communication, Indiana State University, Terre Haute, Indiana, May 1993
B.S., Psychology, Indiana State University, Terre Haute, Indiana, May 1991

HONORS/AWARDS

Theta Alpha Phi (Honorary Theater Fraternity)
All-American Scholar
National Dean's List

Functional Format: With Objective

MARSHA FORDHAM
809 Lincoln Avenue
Evansville, Indiana 46832
(812) 976-8237

AREAS OF EFFECTIVENESS

PLANNING AND COORDINATING	-Organized and supervised $200,000 fund raising project for charitable organization. -Designed and implemented campaign to recruit community volunteers. -Coordinated public relations committee for school corporation. -Served as liaison between teachers and school board.
PROMOTING, MARKETING AND WRITING	-Developed promotional materials for area community services seminar. -Persuaded businesses, agencies, and individuals to donate time, talent, and money in support of community projects. -Developed multi-media instructional package demonstrating classroom computer use. -Wrote student conduct handbook.
COMMUNICATING AND INSTRUCTING	-Spoke before varied audiences on behalf of school corporation and local social service agencies. -Conducted meetings and seminars and chaired committees. -Taught English for twelve years in public school system.

WORK EXPERIENCE

Midstate Public Schools
Midstate, Indiana
Instruct 11th and 12th grade creative writing and composition.
(1982-present)

Tell City School Corporation
Tell City, Indiana
Taught 10th and 11th grade composition.
Advised student newspaper staff.
(1980-82)

MEMBERSHIPS

Midwest Society of Educators
United Way, Board Member
American Red Cross
Committee for Community Progress, Chairperson

EDUCATION

M.S. Secondary Education, 1985
Indiana State University, Terre Haute, Indiana

B.S. Secondary Education, 1980
Indiana State University, Terre Haute, Indiana

Functional Format: Without Objective for a Career Change

SAMPLE RESUMES

PAUL EVANS SCOTT
5627 Camel Court Road
Indianapolis, Indiana 46251
(317) 863-7062

CAREER OBJECTIVE
A position in management training utilizing leadership and decision-making skills

LEADERSHIP POSITIONS

Sigma Delta Tau Fraternity
Treasurer, 11-89 to 11-91
-Oversaw daily financial operations of a 92 member chapter
-Developed and controlled budget in excess of $225,000
-Developed and implemented new billing policy and system
-Chaired chapter financial policy committee
Member of Rules Committee, 9-89 to 8-90
-Interpreted chapter by-laws and recommended disciplinary action to chapter members

Interfraternity Council
Rush Monitor, 9-90 to 1-91
-Counseled rushees who experienced problems with rush
-Enforced rules of rush and levied fines for rules violations

EXPERIENCE

Research Intern, Sigma Delta Tau Fraternity, Indiana State University, Terre Haute, Indiana, Spring 1992
-Developed system for locating and identifying ways alumni could assist local chapter and the national fraternity
-Updated alumni files

Individual Contractor, Smithson Moving & Storage, Terre Haute, Indiana, Summers 1989, 1990, 1991
-Completed on-site paper work and fee collections for domestic and commercial relocations
-Handled customer complaints and inquiries regarding business policy
-Travelled nationwide performing domestic relocations

ACTIVITIES
Intramural Athlete
Community Service Volunteer
Delegate to Fraternity Conference

EDUCATION
Bachelor of Science Degree, May 1992
Indiana State University, Terre Haute, Indiana
Major: Biological Sciences
Cumulative GPA 3.5/4.0

Seeking Position Outside of Major

ERICA HILL
7930 Rose Drive
Clinton, Indiana 47305
(812) 832-5678

CAREER OBJECTIVE

Entry-level position in Personnel or Human Resources Management

AREAS OF KNOWLEDGE

Experience in interviewing and training
Excellent written and oral communication skills
Three years fundraising experience

EDUCATION

Bachelor of Science, Psychology, May 1984
Indiana State University, Terre Haute, Indiana

Related Course Work

Industrial Psychology	Personnel Management
Marketing Management	Accounting

RELEVANT EXPERIENCE

Personnel Management and Staff Development
-Interviewed, hired, and trained sales representatives
-Recruited and trained volunteers in fundraising
-Identified target markets and made over 100 cold calls per month
-Directed interviews for new board members
-Maintained receivable/payable accounts
-Greeted alumni, students, and employees from area businesses

Program Coordination
-Chaired committee to raise money for new equipment for Boy Scout camp
-Built a cooperative team by delegating jobs, treating volunteers with respect, welcoming constructive criticism, and praising good work
-Organized fundraisers which raised $10,000

Advising/Counseling
-Counseled individuals on relocation and personal problems
-Provided crisis intervention
-Assisted with career counseling

EMPLOYMENT HISTORY
1984 TO PRESENT

Fundraiser, Boy Scouts of America, Fresno, California
Counselor, Navy Wives Association, Charlotte, North Carolina
Telemarketing Representative, Indiana Employment Services, Terre Haute, Indiana
Secretary, Development Office, Indiana State University, Terre Haute, Indiana

Addressing Gaps in Employment